

## Technical support

Support when you need it most

energy

While Rolls-Royce provides the energy industry with a wide-ranging suite of innovative service solutions as can be found anywhere, we never lose sight of the fundamental and long-established requirements that our vast customer base expects of us. Access to full technical support and documentation is essential to the continued safe and efficient operation of our equipment. A trusted and responsive spare parts ordering network is another pre-requisite while the back up of multi-skilled service engineers and experienced systems trainers further enhances customer confidence. We fulfil all these needs and far more beyond.

Our global and regional teams of technical support engineers have established excellent working relationships with the customers they serve. By careful requirement profiling, these teams can produce Equipment Management Programmes (EMPs) designed to coordinate all aspects of

### Typical EMP data tracking

Installation/engine hours

Engine starts

System reliability, availability and utilisation

Critical component life assessment

Modification service history

Fired hour costs

Overhaul reports

Field service reports

Laboratory reports

Operating limits



These combined cycle power plant operators know that any technical questions they have will be quickly answered.

equipment inspection, maintenance and modification. By entering into a personalised EMP, the operator benefits from, amongst many other things, precise repair and overhaul interval prediction and a rationalised spares inventory control.

# Fact Sheet

This groundbreaking EMP initiative could not have been undertaken without the full availability and support of technical documentation. Along with other vital material such as service bulletins, our maintenance manuals and illustrated parts catalogues have been distributed in CD-ROM format for many years. Now we can offer this information over the Internet in a user friendly but totally secure environment. Where greater guidance is needed on any operational issue, our technical support engineers can be readily consulted by telephone, fax, e-mail or Internet query submission.



**Borescope inspection provides in-service health assessment**

Two disciplines where our customers repeatedly express their appreciation of our support efforts lie in the areas of field service and customer training. Our multi-disciplined teams of service engineers can be instantly mobilised for on-site troubleshooting and fault rectification. In some of the most hostile environments to be found anywhere on the planet, they work around the clock to ensure all necessary installation, commissioning, inspection, maintenance and overhaul tasks are completed on time to the customer's satisfaction.



**Ready to respond to any in-service eventuality**

Even before our advanced power systems enter service, we ensure that the personnel who will be operating the equipment can do so safely and economically. Our dedicated training centres are staffed with experienced full-time trainers whose sole aim is to convey a practical and theoretical understanding of the complete gas turbine package. Our trainers, most of whom possess over 25 years product experience, are equally equipped to conduct their full range of training courses in the customer's own facilities if required.

**Access to full technical support and documentation is essential**



**Rolls-Royce**



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